

RCA VOIP Business Phone User Guide



Model 25630/25600 MGCP

Please read this manual before
operating the product for the first time.

Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Privacy of Communications may not be ensured when using this product.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.



 THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.	CAUTION: RISK OF ELECTRIC SHOCK DO NOT OPEN CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.	 THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

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Introduction

CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the **IMPORTANT SAFETY INSTRUCTIONS** provided with this product and save them for future reference.

Your RCA 25630 MGCP phone is a high-quality phone providing you with voice communication over an IP Network. It can be optionally equipped with the extension module RCA 25600, to meet your expanded business needs.

This Quick Set-up Guide shows the correct way to install and power the phone, connect it to the network and use the main functions efficiently.

Parts Checklist

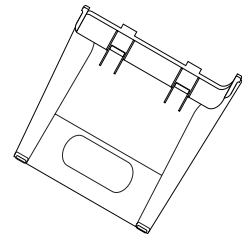
Make sure your RCA 25630 includes the following items:



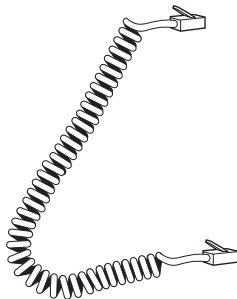
Base



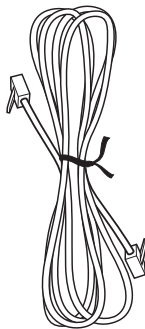
Handset



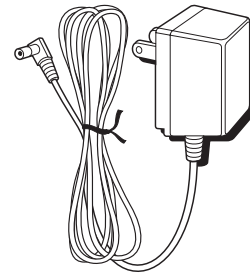
Base stand



Handset cord



Network cable



Power adaptor

Model 25600 contains an expansion module, 3 plastic button label overlays, a CAT 5 cable, support stand, and 3 screws to connect module to base.

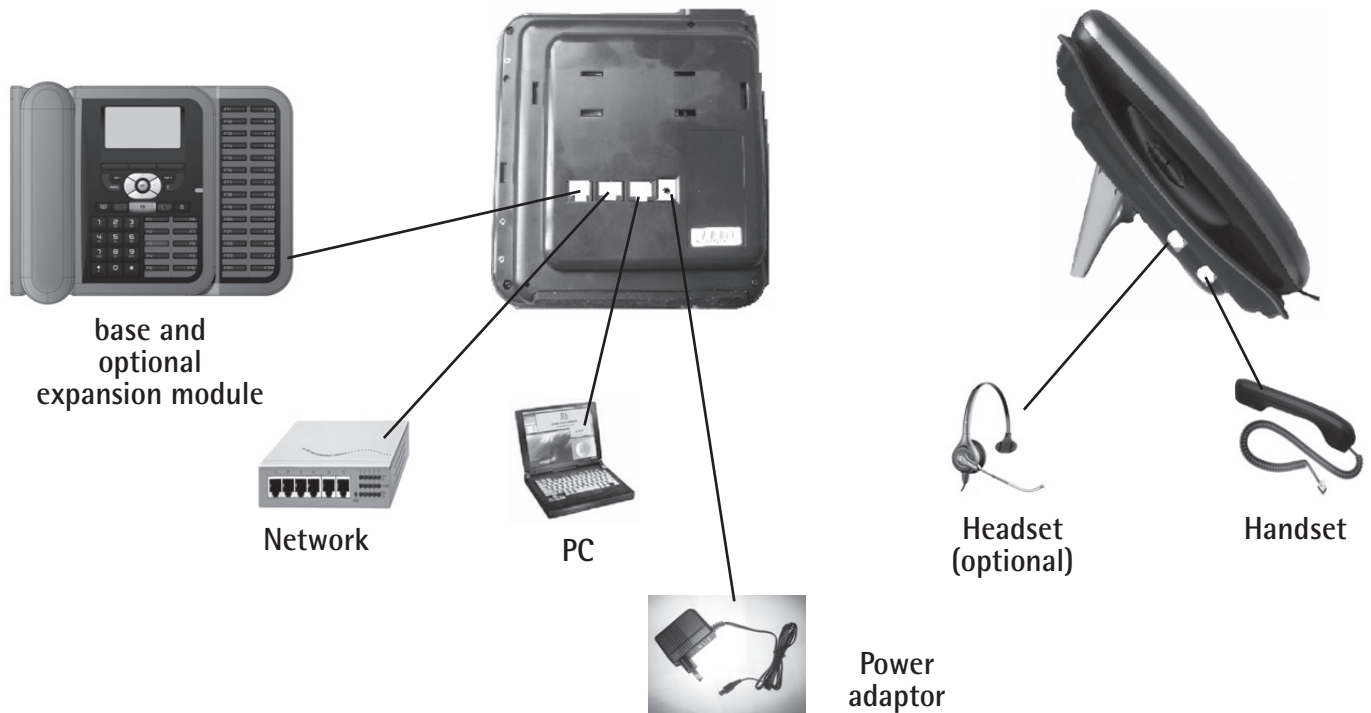


Expansion module



CAT 5 cable

Installing the Phone



1. Connect your phone to the network; Use the network cable to connect the LAN port to an internet device such as a hub or switch, or directly to the network.
2. Connect your PC to your phone;. Use your existing network cable to connect your computer to the PC port on the back of your phone.
3. Power the phone; The RCA 25630 can be powered by either the power adaptor or Power over Ethernet (PoE).

NOTE: In PoE office environment, the IP phone can be powered from a switch via the ethernet cable, in which case the external power adaptor is not needed because your phone receives power through the ethernet connection.

Once the IP Phone has been powered, "Loading" and "wait for CA..." will be displayed. Wait for the idle screen to be displayed. The phone may go through 2 or 3 reboot sequences before the idle screen appears.



CAUTION: Use only the Thomson approved UL listed power adaptor from OEM model no. AD-0980L rated INPUT: 120V 60Hz 14W, OUTPUT 9VDC 800mA that came with this unit. Using other power adaptors may damage the unit.

Optional Accessories

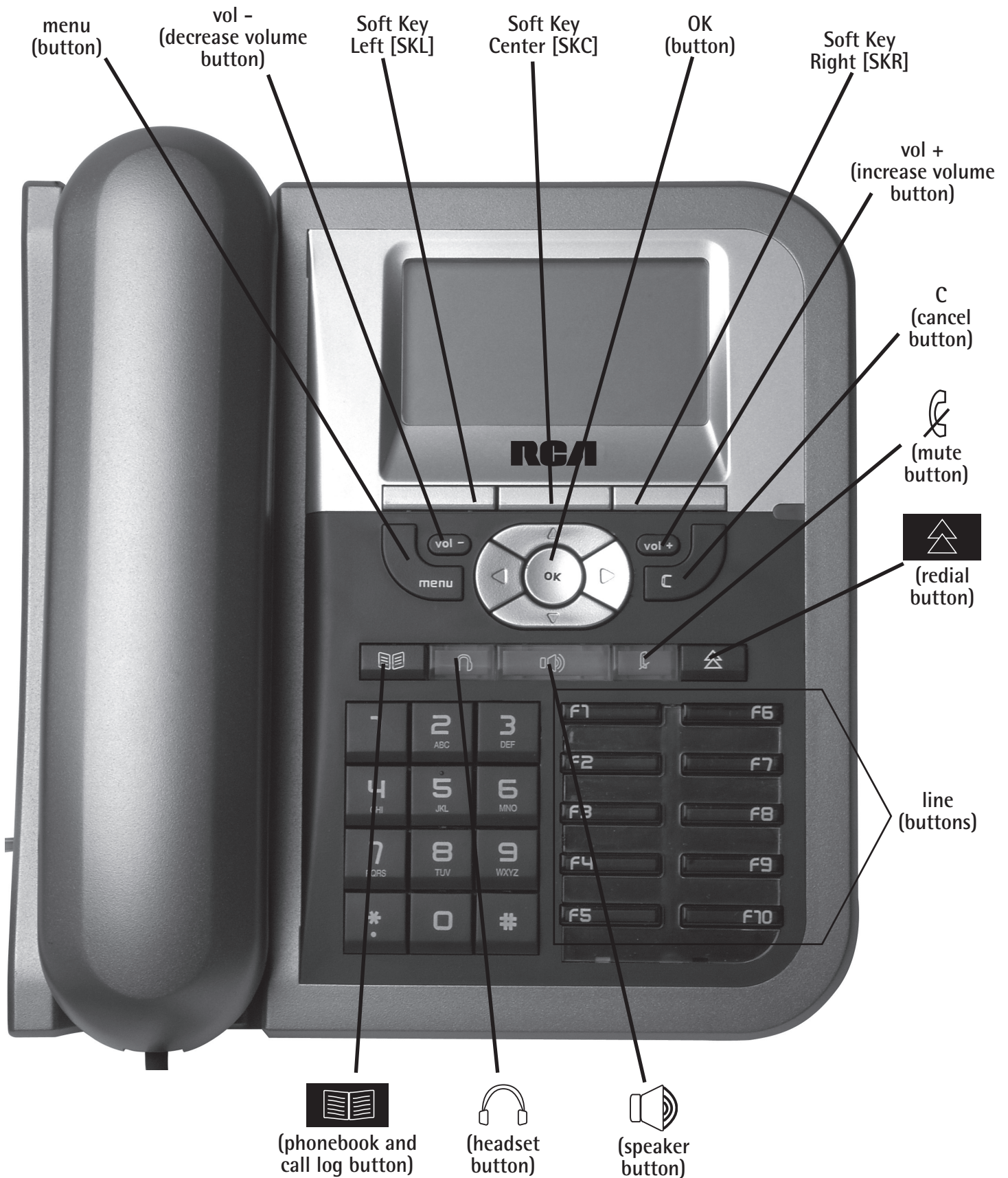
Headset

If you have an optional headset, plug the RJ9 headset connector into the headset jack port on the left side of your IP Phone. Press the key to activate the headset mode.









RCA 25600 Extension Module

The RCA 26500 Extension Module has an additional 28 memory keys for your use. If you have purchased and wish to connect the optional extension module; there are 2 ports on the back of the module, the first one is used for the connection to the IP Phone. The second port is used to connect an additional extension module.

Features









Key Descriptions

Feature Key	Description
	Decrease volume
	Increase volume
	Accept current menu selection
menu	Access to configuration menu
C	Cancel current menu selection
	Phone book and call log
	Allows headset capabilities with RJ9 headphones
	Allows handsfree communication
	Activate or deactivate the mute feature
	Redial last number

Communication Modes

- Telephone handset mode
- Handsfree mode
- Headset mode
- Telephone handset + group listening mode
- Headset + group listening mode

Switching from one mode to another

	Telephone handset	Handsfree	Headset
Telephone handset		1. Press  2. Replace handset in cradle	Press 
Handsfree	Pick up handset from the cradle		Press 
Headset	Pick up handset from the cradle	1. Press  2. Press 	

Call Functions

To Make a Call

Pick up the handset and dial the phone number.

- OR -



In on-hook mode, press  and dial the phone number.

- OR -

In on-hook mode, press  and dial the phone number.

To Answer a Call

When the phone is ringing






- Pick up the handset: Telephone handset mode
- Press  : Handsfree mode
- Press  : Headset mode

Group Listening During a Call

Group listening mode allows anyone within nearby proximity of the phone to hear the conversation.

While in handset or headset mode, press  to switch to group listening. To cancel group listening, press  again.

To End a Call

- Telephone handset mode: replace the handset in the cradle
- Handsfree mode: press 
- Headset mode: press 
- Telephone handset + group listening mode: press  and replace the handset in the cradle
- Headset + group listening mode: press  and press 

Call Options

Hold



During a call, press **Hold [SKR]** to put a call on hold.

Press **Resume [SKL]** to access a call that was placed on hold.



Last Number Redial

Pick up the handset and press 

- OR -

press , then 

- OR -

press , then 

To Make a Call during a Call

Press an open line button and dial the number. Toggle between calls by pressing the corresponding line button.

2. To end either call push the corresponding line button twice.

To Answer a Call during a Call

Press the corresponding line button to answer the call (this places the initial call on hold). Toggle between calls by pressing the corresponding line button.

2. To end either call push the corresponding line button twice.

Switching Between Calls

1. Press the corresponding line button to answer the call (this places the other call on hold). Toggle between calls by pressing the corresponding line button.

2. To end a call push the corresponding line button twice.

Conference Call

Allows you a conference call with 2 other people.

1. During a call, press **Conf [SKC]** (this places your initial call on hold) and dial the phone number required.

2. When the call is answered, press **Join [SKC]** to add the first and second calls into the calling party and start a 3-way conversation.

Call Transfer

During a conversation with A, press **Trnsfr [SKL]**, enter the phone number to which you want to transfer the call (C). you can either replace the handset in the cradle or wait until C answers the call, then press **Trnsfr [SKL] again**. Once the process is completed, A and C will be in communication and you will be disconnected, replace the handset in the cradle.

Call Forward

To forward your calls to another extension;

1. Press the **Menu [SKL]**.

2. Scroll to **Reach Me** using the ▲ or ▼ arrow key and press **Select [SKL]**

3. Scroll to **Chng Setting** using the ▲ or ▼ arrow key and press **Select [SKL]**

4. Scroll to *Other* using the ▲ or ▼ arrow key and press **Select [SKL]**

5. Enter the extension or phone number you want your calls forwarded to and press the OK button.

NOTE: When in menu configuration mode, press the C (cancel) button repeatedly to return to the main menu without saving changes.


Phonebook and Call Log

Phonebook

Press  to access the phone book.

Call Logs

1. Press **Menu [SKL]** .

2. Choose **Call logs** to view missed, received or dialed calls. You can also dial from call logs by pressing  on selected call.

Phone Personalization

NOTE: When in menu configuration mode, press the C (cancel) button repeatedly to return to the main menu without saving changes.

Adjust the Volume

Press  and  during a conversation or when the phone is ringing.

Mute

During a call, press . The caller is unable to hear anything thru the phone.

To Speak in Hands Free Mode

During a call, press  and replace handset in cradle.

Adjust the Contrast

1. Press the **menu** button.
2. Press **Config [SKC]**.
3. Scroll to **Contrast Adjustment** using the **▲** or **▼** arrow key and press **Select [SKL]**.
4. Adjust the contrast using the **◀** or **▶** arrow keys.

Modify Ringer

1. Press the **menu** button.
2. Press **Config [SKC]**.
3. Scroll to **Ring tones** using the **▲** or **▼** arrow key and press **Select [SKL]**
4. Press **Select [SKL]** again.
5. Select the ring tone using the **▲** or **▼** arrow key and press **OK [SKL]** to save.

Modify Date:

1. Press the **menu** button.
2. Press **Config [SKC]**.
3. Scroll to **Dates** using the **▲** or **▼** arrow key and press **Select [SKL]**.
4. Set the date using the key pad and press **OK [SKL]** to save.

NOTE: Keep the format as DD/MM/YY in order to be compatible with your IP server.

Modify Time:

1. Press the **menu** button.
2. Press **Config [SKC]**.
3. Scroll to *Hour* using the **▲** or **▼** arrow key and press **Select [SKL]**.
4. Set the time in 24 hour format using the key pad and press **OK [SKL]** to save.

NOTE: Keep the 24h: ON/OFF format to ON in order to be compatible with your IP server.

Alarm Clock:

Activate and modify the alarm time, ringer and bell type.

1. Press the **menu** button.
2. Press **Config [SKC]**.
3. Scroll to **Alarm** using the ▲ or ▼ arrow key and press **Select [SKL]**.
4. Select configuration, modify and press **OK [SKL]** to save.

Language:

1. Press the **menu** button.
2. Press **Config [SKC]**.
3. Scroll to **Language** using the ▲ or ▼ arrow key and press **Select [SKL]**.
4. Select the preferred language using the ▲ or ▼ arrow key and press **OK [SKL]** to save.

NOTE: English is the only supported language in for North America usage.

Additional Services

Subject to availabilities of the services in your area, your telecommunications operator can provide you additional services as listed below:

Call Back: Executes Auto Call Back.

Call Park: Somewhat similar to the Call Hold feature; however, once a call is placed in the "park" condition, any station within the system may retrieve it by dialing the appropriate access code.

Call Pick-up: A station user may dial a special code to answer any incoming calls ringing on any other station within his own predefined "pickup group"

Speed dial: Allows you to dial selected numbers using memory keys.

- Pick up the handset before/after pressing any one of **F1 - F10**.

Transfer Message to Voice Mail: Transfers all the calls you receive to your Voice Mail

General Product Care

To keep your telephone working and looking good, follow these guidelines:

- Avoid putting the phone near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose to direct sunlight or moisture.
- Avoid dropping and other rough treatment to the phone.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later date.

Troubleshooting

If your phone is not operating as it should, please refer to the list of the problems in the following table to resolve the issue.

Problem	Possible Cause	Remedy
No dialing tone	No connection to the LAN	Ensure that the network cable is correctly connected to the LAN port and the hub.
No display	No power	Ensure that the power supply is correctly plugged in.
"Waiting for CA..." Message and no dialing tone	One of the following parameters is not set correctly: - Phone IP address - Call agent (CA) address - Subnet mask - Gateway address	Check these parameters with your system administrator.
Your caller cannot hear you OR you cannot hear him.	The handset cable is not correctly plugged in.	Ensure that the handset cable is correctly plugged into the handset and the telephone.
The time is not the one you've programmed.	Time is automatically specified by the network.	Refer your system administrator.
"Phone needs to be rebooted" message	Following changes in the configuration of the phone, a reboot is needed to take effect	Press the "OK" key to reboot the phone.
Phone does not always ring	Call forwarding activated or Do Not Disturb facility set.	Read the relevant section of the user guide. Deactivate the Call Forward function by pressing Fwd and "enable"
LED is blinking	Incorrect network connection	Unplug the Ethernet port and re-plug it.

Service

If trouble is experienced with this equipment, for repair or warranty information, please visit the RCA web site at www.rca4business.com

Limited Warranty

What your warranty covers:

- Defects in materials or workmanship.

For how long after your purchase:

- One year, from date of purchase.

What we will do:

- Provide you with a new or, at our option, a refurbished unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

How you get service:

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- "Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period, must be presented to obtain warranty service." For rental firms, proof of first rental is also required. Also print your name and address and a description of the defect. Send via standard UPS or its equivalent to:

Thomson Inc.
11721 B Alameda Ave.
Socorro, Texas 79927

- Pay any charges billed to you by the Exchange Center for service not covered by the warranty.
- Insure your shipment for loss or damage. Thomson Inc. accepts no liability in case of damage or loss.
- A new or refurbished unit will be shipped to you freight prepaid.

What your warranty does not cover:

- Customer instruction. (Your Owner's Manual provides information regarding operating instructions and user controls. Any additional information, should be obtained from your dealer.)
- Installation and setup service adjustments.
- Batteries.
- Damage from misuse or neglect.
- Products which have been modified or incorporated into other products.
- Products purchased or serviced outside the USA.
- Acts of nature, such as but not limited to lightning damage.

Product Registration:

- Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

Limitation of Warranty:

- THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY THOMSON INC., ITS AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.
- REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. THOMSON INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF INDIANA. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

How state law relates to this warranty:

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

If you purchased your product outside the USA:

- This warranty does not apply. Contact your dealer for warranty information.

Visit the RCA web site at www.rca4business.com

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